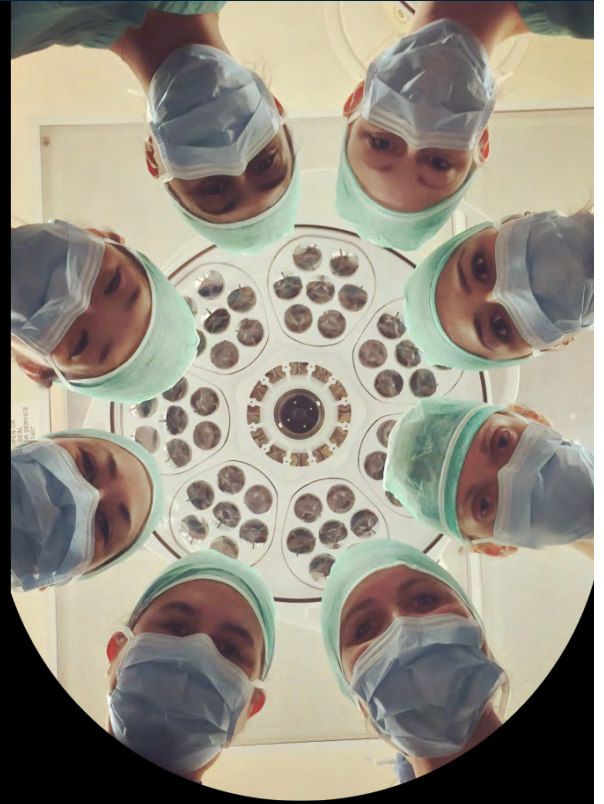## CANON MEDICAL SYSTEMS EUROPE

Industry leading medical imaging solutions

Kasper Kuijper
Project Manager

"

The UPK conversion process was so easy using Opus it accelerated our migration off Oracle UPK in eQMS

Key Results

6 Apps

Critical applications needing user help and guidance

770 / 8,000

770 Users used Opus 8,000 times in first 2 years

350+ Topics

Processes documented for in-application user help

Canon Medical offers a full range of diagnostic medical imaging solutions including CT, MR, X-Ray, Ultrasound and Healthcare Informatics across the globe.

Canon Medical started the Opus Project in 2021 converting Oracle UPK content that had been created on a variety of IT Applications including Oracle E-Business Suite, Oracle HCM, Salesforce, Compliance Quest and Compass. Canon's employees were no long able to access up to date user help and guidance for their applications as their help system, Oracle UPK, was had not been kept up to date. Epilogue Opus was selected as a modern Digital Adoption Platform to not only convert relevant UPK help content but enable it to be updated and create new help content easily and quickly.
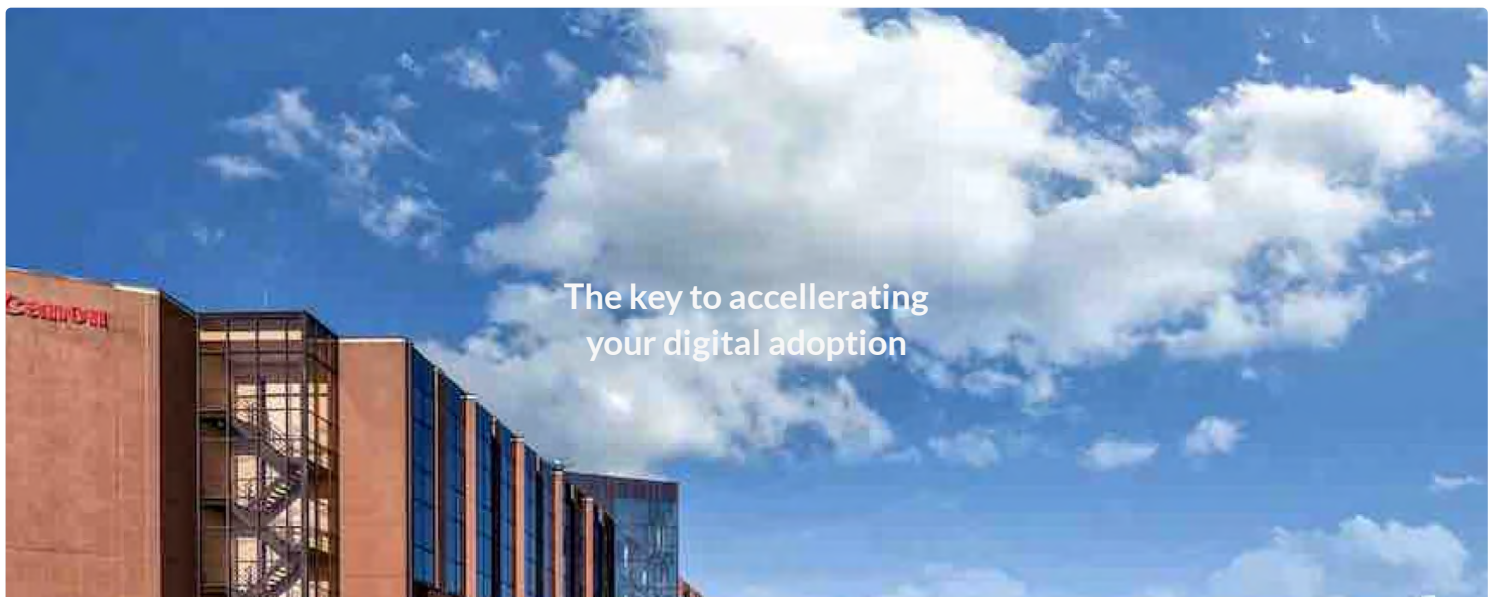
According to Project Manager, Kasper Kuijper, "We needed to move off Oracle UPK and salvage what content we could without having to recreate it. We also had to create new user support content for many other applications."

"We looked at other Digital Adoption Platform tools like Walkme, uPerform and Assima as well as simulation and eLearning tools like Captivate." Epilogue Opus was selected because "It made the Oracle UPK conversion process easy and accelerated our migration off UPK. It's also so easy to use that subject experts for our key applications can easily produce the necessary user help content themselves, with my team providing oversight, review and approval."
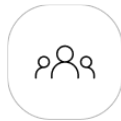
Canon started with their eQMS application with over 300 tasks that had to be migrated from Oracle UPK and updated as needed. On top of the ease of creating and editing help content and easy conversion of UPK content, Kuijper also liked the automatic language translation and additional training benefits including Simulations, Quizzes and Tests. With the eQMS project done, Opus is now in the process of being extended to other critical applications and becoming the standard for digital adoption at Canon Medical.

"Opus is now the support DAP system for Canon Medical Europe and is being spread to other entities," added Kuijper.
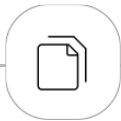

Because of Opus' ease of use, "Subject experts for our key applications can easily produce the necessary user help content themselves."

The key to accellerating your digital adoption

Canon Medical had several Key Business Objectives including migration off the Oracle UPK help system and increased user adoption. Opus enabled the following highlights:

Available to all users at their moment of need

Task guidance delivered in-app

Reduce time to proficiency in employees

Easy onboarding for new employees

Reflects actual deployed system and processes

No end user disruption migrating from UPK

EXPLORE MORE CASE STUDIES

Vertiv

Michelman Inc

Methodist Health System

Canon medical

Increase user productivity

Reduce business cost

Enable customer success

Schedule a call with one of our digital adoption specialists.